Research Library

Service Level Agreement

2015-2016

Contents

THE SLAC RESEARCH LIBRARY PURPOSE

The SLAC Research Library exists to support the information needs of the laboratory staff, as resources allow, by

- **facilitating access to information resources**
- **developing collections of materials**
- **providing services and facilities to help users exploit these resources to the full.**

Our goal is to provide efficient and effective services, and to be responsive to the changing needs of our patrons and the laboratory as outlined in the laboratory Strategic Plan.

THE SERVICE LEVEL AGREEMENT

The Research Library Service Level Agreement outlines the core services that the Research Library provides from the resources allocated to us by the laboratory. Our service provision is inevitably constrained by the level of resources we receive. Our aim is to ensure that we deliver maximum value for money, that our services provide the closest possible match to user needs and that we are open about our decision-making and accountable for our actions.

The Agreement is reviewed annually both within the Research Library and by the Institutional Change Control Board. As part of this process we review comments made to us through our formal and informal contacts with our users. We welcome comments on it at any time. These may be sent directly to Jean Marie Deken (Archivist and Manager, Archives and Research Library, ex.3091, e-mail: jmdeken@slac.stanford.edu).

Further information about SLAC Research Library services is included on our website: http://www-group.slac.stanford.edu/library/

General Information

The SLAC Research Library is a Coordinate Library of Stanford University, and participates in cooperative purchasing and licensing with Stanford University Library (SUL) to the fullest extent possible.

SLAC Research Library services are delivered directly to our users over the laboratory network and the web.

The Research Library maintains a small reading room in Building 050, as well as hard-copy collections in storage on and off the SLAC campus.

Access

Borrowing of SLAC Research library materials and the use of certain services are restricted to those holding a valid SLAC employee identification badge and possessing a valid SLAC computer account.

SLAC staff members holding a valid Stanford University ID card are eligible to use the Stanford University Libraries (SUL) collections and services, subject to current SUL access and privileges policies.

Public access to the SLAC Research Library reading room is allowed for use on a reference (i.e. non-borrowing) basis. Public access is subject to the prevailing SLAC Research Library rules and SLAC site security requirements.

Responsibilities of Users

SLAC staff should undertake the responsibilities described in the individual sections of this agreement and**:**

- be responsible for all library transactions made with their computer account and for all borrowed library materials;
- report any losses as soon as possible, and arrange for departmental or personal payment of the current cost of replacement of lost library material(s);
- observe the Research Library and SUL Rules.

Monitoring the Agreement

The SLAC Research Library is committed to maintaining a high level of service to its users and to improving service where resources permit. The Library will:

- set itself performance targets within the Service Level Agreement which meet the needs of the Library's users, and which are at the same time realistic and attainable;

- maintain metrics on services provided in order to document performance

DESCRIPTION OF SLAC RESEARCH LIBRARY COLLECTIONS AND SERVICES

For each collection and service the SLAC Research Library offers, the following information is given:

Service name	**The name of the collection or service**
Basic description	An outline description of the collection or service
Eligibility	Details who is eligible to use the described service
Library responsibility	Details of what the Research Library offers as part of this collection or service
User responsibility	Any users of the collection or service are expected to conform to these criteria
Service hours	Availability of the collection or service
Service targets	Any target response or delivery times
Service statistics	Statistics and performance measures reported to the ICCB

Service name	*Electronic Resources Access*
Basic description	A central service to allow campus-wide (SLAC and Stanford) network access to a selection of online electronic resources.
Eligibility	SLAC staff
Library responsibility	**Working with SUL and IT to:** • provide and maintain a central service to allow campus-wide network access to a range of purchased and licenses electronic resources including • full text journal services • bibliographic and abstracting databases • alerting services; • coordinate registration procedures, where necessary, for these resources; • liaise with network users
User responsibility	Use the networked service only to obtain material directly related to their research at SLAC.
Service hours	Available 24 hours a day, 365 days a year, apart from scheduled closures and 'at risk' periods of the laboratory or University data networks.
Service targets	Online electronic resources: available 95% of service hours. Updates made within two weeks of receipt.
Service statistics	Annual acquisitions, stand alone issues, usage.

Service name	**_Library Catalogue and Other Bibliographic Services_**
Basic description	An online public catalogue of SLAC Research Library holdings that will be available over the university network with a gateway to allow internet access.
Eligibility	SLAC staff

Library responsibility	**The Library will:**
	• ensure that the catalogue provides basic bibliographic information which will adequately identify and locate all items, as well as availability/loan information where applicable.
	
	The catalogue will:
	• include
	   • details of subscriptions to electronic resources and full text journals
	   • direct links to full texts from the catalogue entry where possible
	   • details of journal issues received;
	• provide online help and printed helpsheets to assist in the use of the catalogue
	• implement the best practice of national and international standards where practicable, and introduce system upgrades and other improvements where possible.
	• provide gateway access to the networked SUL catalogues of SUL and to relevant electronic databases and other online services

User responsibility	**Users of the catalogues and other networked services should:** • familiarize themselves with use of the catalogues through the online help. • observe the conditions of any license governing the use of all or any of the local or networked databases / electronic resources.
Service hours	Available 24 hours a day, 365 days a year, apart from regularly scheduled downtime for essential maintenance work. Up to 2 days downtime may be required for system upgrades as advertised, when/if applicable
Service targets	• Urgently required material processed within 1 working day; • Details of journal issues received added within 5 working days. • Catalogue available 95% of service hours.
Service statistics	Items catalogued.

Service name	**_Circulation_**
Basic description	A service for the loan, return, recall and reservation of library material designated as circulating
Eligibility	SLAC staff

Library responsibility	**The Library will provide:**
	• recall of requested materials from off-site storage
	• an e-mail renewal service;
	• self-access to the circulation service for eligible SLAC staff:
	   • requests via OPAC
	   • renewals via OPAC
	   • issue via self-service terminals
	• electronic notices to borrowers relating to items overdue or subject to recall, reservations awaiting collection, and details of fines or other charges owing to the Library; notices will be generated and dispatched daily (Monday-Friday);

	• on the request of an individual borrower, and subject to data protection provisions, a list of the items currently checked out by that individual.
User responsibility	**The users of the circulation service will:** • be responsible for all personal transactions; • ensure that all material they intend to borrow has been issued to them before they leave the Research Library reading room; • observe the return dates for the material issued to them; • return items as soon as they have finished using them; • respond promptly to recall notices on reserved and recalled items and items overdue; • renew the loan of an item before the existing loan period expires; • pay promptly any fines or invoices due on late returns, lost or damaged items; • contact the Research Library staff as soon as possible if they wish to ask any questions about their borrowing record; • treat Library staff with a generally accepted level of courtesy.
Service hours	• Designated service hours are Monday-Friday, 9a.m. – 5 p.m. • Self-service renewals and reservations, and returns via drop-box: 24 hours per day, 365 days per year. • Self-issue all hours building is open.
Service targets	On-line system: available 99% of designated service hours + back-up issue-only system during down time.
Service statistics	Issues/renewals, returns and reservations

Service name	*Interlibrary Lending & Document Supply*
Basic description	A service to supply material from other libraries and document supply organisations that is not available at SLAC
Eligibility	SLAC staff
Library responsibility	**The Library will:** • monitor the supply period for requests and chase all requests on which there is a delay; • obtain materials as quickly as possible at the best available price; • actively seek alternative methods of materials provision, including online journals provision and integrated electronic document delivery systems.
User responsibility	**Staff using this service should:** • use the service only to obtain material directly related to their research at SLAC; • check SLAC and SUL catalogues for local availability before submitting requests, and provide full and accurate references for the material required; • submit requests in good time to meet any deadlines. The Research Library staff can usually advise on likely waiting periods for types of materials; • observe any copyright conditions on borrowed material, as well as any other conditions laid down by the supplying organisations. Loss or damage of material will be charged for, as will late return of items;
Service hours	Monday-Friday, 9 a.m. – 5 p.m.
Service targets	• Requests for material will be dispatched within one working day of receipt. • Requested material or a notice of its availability, will be forwarded within one working day of its arrival.
Service statistics	Items supplied, items borrowed.

Service name	*Industrial Standards and Codes*
Basic description	A service to supply access to industrial standards and codes
Eligibility	SLAC Staff
Library responsibility	**The Library will:** • obtain basic access to requested standards and codes as quickly as possible at the best available price; • monitor the supply period for requests and chase all requests on which there is a delay; • require departmental charge number(s) from staff for requests received after the annual FY budget for purchase of standards and codes has been exhausted; or in those instances when enhanced (vs. basic) access is requested.
User responsibility	Library users should: • use the service only to obtain standards and codes directly related to their work at SLAC; • check SLAC and SUL catalogues for local availability before submitting requests, and provide full and accurate references for the material required; • submit requests in good time to meet any deadlines. • observe all copyright and licensing conditions, including limits on distribution, posting, copying and sharing of individual standards or codes • provide a departmental charge number for purchase of enhanced access, when desired
Service hours	Monday-Friday 9 a.m. – 5 p.m.
Service targets	• Requests for material will be dispatched within one working day of receipt. • Requested material or a notice of its availability, will be forwarded within one working day of its arrival.
Service statistics	Items supplied, annual cost

Service name	*Library Web Site*
Basic description	A web site providing information about the Library and links to services and other sources of information.
Eligibility	All Library users and visitors.
Library responsibility	**The Library website (http://www-group.slac.stanford.edu/library/) will provide:** • basic information about all library services and collections; • links to the Library catalogues, databases, and other electronic resources; • news about new developments and projects; • links to other relevant sources of information available via the Internet; • links to the SUL website and resources available to SLAC staff through SUL services
User responsibility	**Library users should:** use the Library's website to find out basic information about the Library and to access the Library's networked services.
Service hours	Available 24 hours a day, 365 days a year, apart from scheduled closures and 'at risk' periods of the laboratory or University data networks.

Service targets	The web pages will be updated regularly and all links will be checked at least quarterly. Available 99% of service hours.
Service statistics	Web accesses.

Service name	***Reference and Information Service***
Basic description	A general information service, taking queries email via ServiceNow request, providing access to a range of Library services.
Eligibility	SLAC staff

Library responsibility	**The Library will provide:**
	• a full reference and information service during core hours
	
	• **The full reference and information service will:**
	   • provide information on Library services, resources and collections;
	   • provide basic assistance with catalogue usage;
	   • provide basic assistance with the use of databases
	   • provide basic assistance with the use of general reference works.
	   • refer staff to other departments if appropriate.

User responsibility	**Library users should:** • seek information, assistance or referral through the Library's ServiceNow service catalogue. • treat Library staff with a generally accepted level of courtesy.
Service hours	Monday-Friday 9 a.m. – 5 p.m.
Service targets	All enquiries will either be dealt with by the Research Library staff, or referred to another member of SLAC or SUL staff in a better position to provide an answer to the enquiry.
Service statistics	Enquiries.

Service name	***Photocopying***
Basic description	A photocopying service, including scanning
Eligibility	All Library users and visitors.
Library responsibility	**The Library will provide** • self-service photocopying and scanning in Building 050; • guidance on copyright observance
User responsibility	**Users of the Library's photocopying facilities should:** • observe any copyright conditions; • familiarise themselves with the procedures for self-service photocopying and scanning before using the equipment; • treat all library material to be photocopied or scanned with special care, and seek the advice or assistance of the staff as appropriate.
Service hours	Self service and basic assistance: all scheduled opening hours of Building 050.
Service targets	Available 95% of advertised opening hours. Requests for maintenance and repair of equipment will be sent within one working day.
Service statistics	Copies /scans

Service name	*Departmental Journal Subscription Management Service*
Basic description	Manage departmental journal subscription renewals and payments
Eligibility	SLAC departments requiring subscriptions to departmental-use-only journals and periodicals
Library responsibility	- Manage subscription payments and renewals - Notify subscribing department when new issues are received - Notify subscribing department when renewal is required - Handle subscription renewals and claims when needed
User responsibility	- Provide Project Activity codes for payments - Fund subscriptions from departmental budgets
Service hours	Monday-Friday 09:00-17:00
Service targets	- Departmental notification of renewal due date is provided in a timely manner; - Renewal is accomplished in a timely manner
Service statistics	Number of departmental subscriptions managed

Service name	*User Suggestions and Comments*
Basic description	A channel for inviting and responding to user suggestions and comments (including complaints)
Eligibility	SLAC staff
Library responsibility	**The Library will:** Respond to suggestions and comments within five working days
User responsibility	Library users should make suggestions and comments via email to Library@slac.stanford.edu
Service hours	Monday – Friday 9 am – 5 pm
Service targets	Response within 5 working days
Service statistics	Numbers of suggestions, comments and complaints received

APPENDIX: SLAC RESEARCH LIBRARY RULES

1. **Who can Access the SLAC Research Library**

   a. The Library is open to all members of the University, to all persons who have been granted research facilities within the University, and to all staff in established posts within the University.

   b. It is also open to senior staff of the Institutes affiliated to the University and to staff teaching on courses franchised or validated by the University at partner institutions in the region.

   c. Visitors are admitted

      i. Upon presentation of appropriate identification to the Main Gate security staff

      ii. On the understanding that they have read and will observe Library rules. Infringements of the rules shall result in revocation of access privileges.

2. **Borrowing**

   a. Borrowing of SLAC Research library materials and the use of certain services are restricted to those holding a valid SLAC employee identification badge and holding a valid SLAC computer account.

   b. No item may be removed from the Library until the loan has been recorded in the online circulation system. Illicit removal of items from the Library will be treated as a serious disciplinary offense.

   c. The Research Library Manager may require that certain works be used only within the Library or may place certain works on Short Loan either temporarily or permanently.

   d. Staff may borrow materials until such time as another staff member requests use of the item. Staff must respond to recall requests promptly, and return recalled circulating materials by the date requested by Library staff.

   e. Staff members must return all borrowed items before they finally leave the University.

   f. Returned items must be handed to a staff member or placed in the designated returns box. The member who is recorded as the borrower will be held responsible for the return of the item to the Library and will be liable for the cost of the repair or replacement of any item damaged or lost while the loan record remains on file.

   g. Books on loan may be reserved. The requester will be notified when the book is available.

   h. Material forming part of the Library's Special Collections is subject to special regulations, and does not circulate.

3. **Borrowing from other sources**

   a. including other libraries and document supply organizations

   b. Inter-library loan facilities are available to current SLAC staff.

   c. Inter-library loan material is subject to any conditions imposed by the lending Library /organisation or by the SLAC Research Library Manager. Failure to comply with such conditions may lead to the suspension of all borrowing privileges.

   d. No charge shall normally be made for items borrowed from other libraries/organisations, but, if the cost of the loan exceeds a sum laid down from time to time by the Manager of the Research Library, the borrower's department may be asked to pay the excess.

4. **General**

   a. Smoking anywhere in SLAC buildings, including the Library Reading Room, is prohibited.

   b. Illicit removal of Library material is a serious disciplinary offence

   c. All staff and visitors must take good care of Library materials (including fitting, fabric and fixtures) and must not mark, deface or damage them. Causing damage to Library materials is a serious disciplinary offence.

   d. Books lost or damaged while on loan should be immediately reported to the Research Library Manager.

   e. Silence must be observed in the Research Library Reading Room readers must avoid any behaviour disturbing to others.

   f. Litter must be placed in the waste bins provided.

   g. The use of personal stereos or radios and mobile telephones is prohibited within the Library (Use of mobile phones will be taken to mean "noise or nuisance created by the clearly audible ringing, verbal response to calls or participation in audible conversations via a mobile phone".)

   h. Computers and computer terminals located in the Library may not be used for playing games or for other non-academic purposes.

   i. Users are subject to the existing SLAC and Stanford University conditions of computer use. Personal property may not be left in the Library overnight.

   j. All members of the Library staff are empowered to enforce discipline in the Library.

5. **Hours**

   a. The hours of opening of the Research Library Reading Room are Monday-Friday, 7 a.m. to 7p.m.

   b. The Research Library is closed whenever the laboratory itself is closed (on weekends, holidays, and during the annual winter shutdown, etc.)